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ABSTRACT

Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for food production, management, and service occupations. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. This profile contains 15 units on food production, management, and service: orientation to industry; sanitation; side work; service styles; safety; equipment; nutrition and menu development; food preparation, processing, and production; in-house selling; cashier functions; guest relations; catering and banquet services and production; receiving and storing; management operations; and employability skills. (NLA)

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OHIO'S COMPETENCY ANALYSIS PROFILE

FOOD PRODUCTION, MANAGEMENT AND SERVICES

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Vocational Instructional Materials Laboratory
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What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items are essential to entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in FY93). Advancing items (marked with one asterisk) are needed to advance in a given occupation. Futuring items (marked with two asterisks) are needed to enter and remain in a given occupation three to four years from now.

Districts may add as many units, subunits, competencies, and competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their courses of study and monitor competency gains via the new competency testing program.

The **Employability Skills** portion of this list was verified by the following employer panel:

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OHIO COMPETENCY ANALYSIS PROFILE

FOOD PRODUCTION, MANAGEMENT, AND SERVICE

UNIT 1: Orientation to Industry

COMPETENCY 1.0.1: Review food service industry history

COMPETENCY BUILDERS:

1.0.1.1 Classify regional and ethnic influences on food service industry
1.0.1.2 Trace evolution of food service industry
1.0.1.3 Identify leading culinarians and their contributions to food service industry
1.0.1.4 Project future of food service industry

COMPETENCY 1.0.2: Outline career opportunities within and related to food service industry

COMPETENCY BUILDERS:

1.0.2.1 Identify types of food service operations
1.0.2.2 Explain organizational structures
1.0.2.3 Describe educational and professional requirements to secure, maintain, and advance in jobs
1.0.2.4 Identify advantages and disadvantages of occupations within the industry

COMPETENCY 1.0.3: Analyze personal values and interactions in food service industry

COMPETENCY BUILDERS:

1.0.3.1 Determine how personal values are reflected in work ethic
1.0.3.2 Describe how interactions with others in the workplace affect personal work ethic
1.0.3.3 Examine how life changes affect personal work ethic
1.0.3.4 Assess benefits of displaying positive behavior in the workplace
1.0.3.5 Evaluate effects of substance abuse on job performance

COMPETENCY 1.0.4: Attend work regularly

COMPETENCY BUILDERS:

1.0.4.1 Attend work according to schedule
1.0.4.2 Contact supervisor when absent according to policy
1.0.4.3 Exhibit willingness to work unscheduled times or areas

COMPETENCY 1.0.5: Exhibit desire to learn new concepts and/or techniques

COMPETENCY BUILDERS:

1.0.5.1 Challenge self to learn and perform new tasks
1.0.5.2 Seek continuing education and/or training

COMPETENCY 1.0.6: Participate in professional organizations

COMPETENCY BUILDERS:

1.0.6.1 Participate in vocational student organizations
1.0.6.2 Affiliate with local, state, and national professional food service organizations
1.0.6.3 Affiliate with local civic organizations

COMPETENCY 1.0.7: Prepare for lifelong learning

COMPETENCY BUILDERS:

1.0.7.1 Explore continuing educational and/or training opportunities
1.0.7.2 Research professional organizations and publications
1.0.7.3 Explore certification programs
1.0.7.4 Explore current and future applications of computer usage in food service industry

UNIT 2: Sanitation

COMPETENCY 2.0.1: Practice personal hygiene

COMPETENCY BUILDERS:

2.0.1.1 Wash hands
2.0.1.2 Maintain clean hands and nails
2.0.1.3 Wear clean uniform
2.0.1.4 Wear proper shoes
2.0.1.5 Maintain body cleanliness
2.0.1.6 Control hair
2.0.1.7 Maintain personal health

COMPETENCY 2.0.2: Follow federal, state, local, and employer sanitation and health codes

COMPETENCY BUILDERS:

2.0.2.1 Comply with sanitation regulations and inspections
2.0.2.2 Maintain clean facilities and equipment
2.0.2.3 Practice safe food handling, storage, and transportation

* Advancing
** Futuring

COMPETENCY 2.0.3: Perform sanitation duties

COMPETENCY BUILDERS:

2.0.3.1 Follow cleaning schedule and sequence
2.0.3.2 Clean and sanitize food contact surfaces
2.0.3.3 Clean restrooms

COMPETENCY 2.0.4: Use sanitary procedures for handwashing tools, utensils, and equipment

COMPETENCY BUILDERS:

2.0.4.1 Comply with regulations and laws
2.0.4.2 Organize and prepare handwashing area
2.0.4.3 Prewash, wash, rinse, sanitize, and air-dry tools, utensils, and equipment
2.0.4.4 Store tools and equipment

COMPETENCY 2.0.5: Control conditions to prevent insect and pest infestations

COMPETENCY BUILDERS:

2.0.5.1 Store food items properly
2.0.5.2 Clean up spills immediately
2.0.5.3 Utilize pest control methods
2.0.5.4 Report signs of insects and pests

COMPETENCY 2.0.6: Identify and prevent sources of food poisoning

COMPETENCY BUILDERS:

2.0.6.1 Control sources of bacteria, viruses, and toxins
2.0.6.2 Prevent mold formation
2.0.6.3 Prevent food contamination
2.0.6.4 Identify and eliminate signs of food spoilage
2.0.6.5 Identify methods of heating, reheating, and cooling of foods
2.0.6.6 Use approved purveyors

COMPETENCY 2.0.7: Dispose of garbage

COMPETENCY BUILDERS:

2.0.7.1 Practice safe and sanitary handling and disposal of garbage and refuse
2.0.7.2 Prepare cartons, cans, grease, glass, and plastics for recycling
2.0.7.3 Clean and sanitize garbage containers
2.0.7.4 Operate garbage disposal

* Advancing
** Futuring

COMPETENCY 2.0.8: Provide safe work environment

COMPETENCY BUILDERS:

2.0.8.1 Comply with all federal and state laws regarding safety
2.0.8.2 Monitor condition of equipment
2.0.8.3 Recognize potential hazards
2.0.8.4 Report unsafe conditions

UNIT 3: Side Work

COMPETENCY 3.0.1: Follow Directions

COMPETENCY BUILDERS:

3.0.1.1 Read and follow written directions
3.0.1.2 Listen to and follow verbal directions
3.0.1.3 Comply with instructions in operating manual
3.0.1.4 Ask questions for clarification

COMPETENCY 3.0.2: Maintain positive work relationships with coworkers

COMPETENCY BUILDERS:

3.0.2.1 Exhibit and maintain a positive attitude
3.0.2.2 Cooperate with superiors
3.0.2.3 Cooperate with peers

COMPETENCY 3.0.3: Perform tasks without being asked

COMPETENCY BUILDERS:

3.0.3.1 Demonstrate initiative
3.0.3.2 Demonstrate perseverance
3.0.3.3 Demonstrate willingness to be cross-trained

COMPETENCY 3.0.4: Demonstrate knowledge of job assignment

COMPETENCY BUILDERS:

3.0.4.1 Perform assignments proficiently
3.0.4.2 Complete assignments

* Advancing
** Futuring

COMPETENCY 3.0.5: Set up dining area

COMPETENCY BUILDERS:

3.0.5.1 Exhibit and maintain positive attitude
3.0.5.2 Exhibit and maintain neat, clean appearance
3.0.5.3 Maintain clean and sanitized work area
3.0.5.4 Stock or restock service stations
3.0.5.5 Clean and sanitize tables
3.0.5.6 Clean and arrange chairs
3.0.5.7 Set up and/or tear down for special events
3.0.5.8 Clean spills and floors
3.0.5.9 Clean and maintain lobby and/or waiting area
3.0.5.10 Set tables
3.0.5.11 Fold napkins and wrap tableware
3.0.5.12 Place linen and/or placemat on table
3.0.5.13 Empty, clean, and fill salt and pepper shakers and condiment containers
3.0.5.14 Place condiments, candles, centerpiece, and salt and pepper shakers

COMPETENCY 3.0.6: Prepare and serve beverages

COMPETENCY BUILDERS:

3.0.6.1 Exhibit and maintain a positive attitude
3.0.6.2 Exhibit and maintain a neat, clean appearance
3.0.6.3 Maintain clean and sanitized work area
3.0.6.4 Stock or restock supplies
3.0.6.5 Operate and maintain coffee machine
3.0.6.6 Operate and maintain tea brewer
3.0.6.7 Operate and maintain milk dispenser
3.0.6.8 Operate and maintain juice dispensers
3.0.6.9 Operate and maintain carbonated beverage equipment
3.0.6.10 Operate and maintain ice machine
3.0.6.11 Prepare punch
3.0.6.12 Prepare fruit and/or vegetable juices
3.0.6.13 Serve beverages

COMPETENCY 3.0.7: Transport prepared foods and beverages

COMPETENCY BUILDERS:

3.0.7.1 Exhibit and maintain a positive attitude
3.0.7.2 Exhibit and maintain a neat, clean appearance
3.0.7.3 Carry foods and beverages using appropriate service style

COMPETENCY 3.0.8: Perform general cleaning procedures

COMPETENCY BUILDERS:

3.0.8.1 Exhibit and maintain a positive attitude
3.0.8.2 Exhibit and maintain a neat, clean appearance
3.0.8.3 Maintain clean and sanitized serving areas and stations
3.0.8.4 Remove debris from floor
3.0.8.5 Silent sweep carpeted floors
3.0.8.6 Clean up accidental spills
3.0.8.7 Clean up broken glassware
3.0.8.8 Attend to customer needs
3.0.8.9 Recycle aluminum, glass, and plastic

COMPETENCY 3.0.9: Care for equipment and linens

COMPETENCY BUILDERS:

3.0.9.1 Exhibit and maintain a positive attitude
3.0.9.2 Exhibit and maintain a neat, clean appearance
3.0.9.3 Store linen
3.0.9.4 Clean silverware
3.0.9.5 Clean glassware
3.0.9.6 Clean menus
3.0.9.7 Clean and fill napkin containers
3.0.9.8 Clean and fill condiment containers
3.0.9.9 Clean and sanitize highchairs
3.0.9.10 Clean tables and chairs
3.0.9.11 Clean windows, blinds, mirrors, and decor
3.0.9.12 Clean leather, vinyl, and cloth upholstery
3.0.9.13 Clean lobby area
3.0.9.14 Turn off power and lights according to business flow

UNIT 4: Service Styles

COMPETENCY 4.0.1: Perform different styles of service

COMPETENCY BUILDERS:

4.0.1.1 Demonstrate American style service
4.0.1.2 Demonstrate French style service
4.0.1.3 Demonstrate Russian style service
4.0.1.4 Demonstrate Oriental style service
4.0.1.5 Monitor food quality continuously
4.0.1.6 Use supplies and equipment conservatively

* Advancing
** Futuring

COMPETENCY 4.0.2: Follow up with guests

COMPETENCY BUILDERS:

4.0.2.1 Inquire about proper food preparation
4.0.2.2 Provide missing, incomplete, or improperly prepared items
4.0.2.3 Identify methods for resolving guest dissatisfaction
4.0.2.4 Apply methods to resolve guest dissatisfaction

COMPETENCY 4.0.3: Provide table service

COMPETENCY BUILDERS:

4.0.3.1 Maintain clean and sanitized work area
4.0.3.2 Demonstrate booth or table service
4.0.3.3 Demonstrate serving multiple tables
4.0.3.4 Demonstrate tableside food preparation
4.0.3.5 Prepare items to be taken home
4.0.3.6 Monitor dining experience and remove dishes as needed

COMPETENCY 4.0.4: Set up and serve from food line

COMPETENCY BUILDERS:

4.0.4.1 Exhibit and maintain a positive attitude
4.0.4.2 Exhibit and maintain a neat, clean appearance
4.0.4.3 Maintain clean and sanitized work area
4.0.4.4 Set up menu board
4.0.4.5 Demonstrate product knowledge
4.0.4.6 Set up food line
4.0.4.7 Display foods and beverages
4.0.4.8 Prepare garnishes and decorations
4.0.4.9 Use suggestive selling techniques
4.0.4.10 Describe menu items
4.0.4.11 Portion and serve food
4.0.4.12 Record and verify orders
4.0.4.13 Monitor food quality continuously
4.0.4.14 Package takeout orders
4.0.4.15 Replenish food and supplies
4.0.4.16 Maintain clean serving area
4.0.4.17 Dismantle cafeteria line
4.0.4.18 Conserve and store food

* Advancing
** Futuring

COMPETENCY 4.0.5: Set up and service from hot buffet bar

COMPETENCY BUILDERS:

4.0.5.1 Exhibit and maintain a positive attitude
4.0.5.2 Exhibit and maintain a neat, clean appearance
4.0.5.3 Maintain clean and sanitized work area
4.0.5.4 Operate and maintain heat-controlled equipment
4.0.5.5 Fill hot food containers
4.0.5.6 Monitor food quality and temperature continuously
4.0.5.7 Replenish food and supplies
4.0.5.8 Dismantle hot buffet unit
4.0.5.9 Conserve and store food

COMPETENCY 4.0.6: Set up and serve from cold buffet bar

COMPETENCY BUILDERS:

4.0.6.1 Exhibit and maintain a positive attitude
4.0.6.2 Exhibit and maintain a neat, clean appearance
4.0.6.3 Maintain clean and sanitized work area
4.0.6.4 Prepare ice bed and containers
4.0.6.5 Fill containers
4.0.6.6 Monitor food quality and temperature continuously
4.0.6.7 Portion food items
4.0.6.8 Replenish food items
4.0.6.9 Dismantle unit
4.0.6.10 Conserve and store food

COMPETENCY 4.0.7: Provide counter/snack-bar service

COMPETENCY BUILDERS:

4.0.7.1 Exhibit and maintain a positive attitude
4.0.7.2 Exhibit and maintain a neat, clean appearance
4.0.7.3 Maintain clean and sanitized work area
4.0.7.4 Set up counter or snack bar
4.0.7.5 Serve customers
4.0.7.6 Package prepared foods
4.0.7.7 Package beverages
4.0.7.8 Maintain supplies
4.0.7.9 Operate computer/cash register

COMPETENCY 4.0.8: Transact guest check

COMPETENCY BUILDERS:

4.0.8.1 Compute, verify, and present guest check
4.0.8.2 Accept and verify payment for guest check
4.0.8.3 Complete and verify credit card transaction
4.0.8.4 Make change
4.0.8.5 Thank guest

* Advancing
** Futuring

UNIT 5: Safety

COMPETENCY 5.0.1: Provide safe work environment

COMPETENCY BUILDERS:

5.0.1.1 Comply with all federal and state laws regarding safety
5.0.1.2 Monitor condition of equipment
5.0.1.3 Recognize potential hazards
5.0.1.4 Report unsafe conditions
5.0.1.5 Demonstrate reasonable care

COMPETENCY 5.0.2: Practice safe handling of cutting edges

COMPETENCY BUILDERS:

5.0.2.1 Sharpen cutting tools
5.0.2.2 Clean and sanitize cutting tools
5.0.2.3 Store cutting tools
5.0.2.4 Use cut-resistant gloves**

COMPETENCY 5.0.3: Practice proper knife usage

COMPETENCY BUILDERS:

5.0.3.1 Use utility knife safely
5.0.3.2 Use boning knife safely*
5.0.3.3 Use butcher's knife safely
5.0.3.4 Use butcher's steel safely
5.0.3.5 Use clam knife safely*
5.0.3.6 Use oyster knife safely*
5.0.3.7 Use cleaver safely*
5.0.3.8 Use crown cutter safely
5.0.3.9 Use French knife safely
5.0.3.10 Use bread knife safely
5.0.3.11 Use ham-slicing knife safely
5.0.3.12 Use pallet knife safely (bowl knife)
5.0.3.13 Use hand meat saw safely*
5.0.3.14 Use bench scraper safely
5.0.3.15 Use slicer safely
5.0.3.16 Use shredder and/or chopper safely
5.0.3.17 Use onion slicer safely
5.0.3.18 Use vegetable peeler safely
5.0.3.19 Use pastry wheel safely
5.0.3.20 Use pie and cake knives safely

* Advancing
** Futuring

COMPETENCY 5.0.4: Identify fire extinguishment methods

COMPETENCY BUILDERS:

5.0.4.1 Check recharge dates and charge levels on extinguishers
5.0.4.2 Operate fire extinguishers and report use
5.0.4.3 Identify methods of extinguishing wood, paper, and textile fires (i.e. Class A fires)
5.0.4.4 Identify methods of extinguishing oil and grease fires (i.e. Class B fires)
5.0.4.5 Identify methods of extinguishing electrical fires (i.e. Class C fires)

COMPETENCY 5.0.5: Demonstrate proper lifting and carrying procedures

COMPETENCY BUILDERS:

5.0.5.1 Load and carry trays safely
5.0.5.2 Sort and load items safely
5.0.5.3 Lift items properly

COMPETENCY 5.0.6: Explain basic first aid techniques

COMPETENCY BUILDERS:

5.0.6.1 Follow established emergency procedures
5.0.6.2 Identify care for minor cuts
5.0.6.3 Identify care for minor burns
5.0.6.4 Identify care for choking victim
5.0.6.5 Demonstrate CPR according to certification requirements*

COMPETENCY 5.0.7: Identify emergency exit procedures

COMPETENCY BUILDERS:

5.0.7.1 Locate emergency exits
5.0.7.2 Check lighting at emergency exits
5.0.7.3 Explain emergency exit procedures
5.0.7.4 Rehearse and practice emergency exit procedures
5.0.7.5 Maintain unobstructed emergency exits

COMPETENCY 5.0.8: Maintain traffic flow to comply with fire regulations

COMPETENCY BUILDERS:

5.0.8.1 Identify aisles and doorways to remain clear
5.0.8.2 Monitor table and chair setups

* Advancing
** Futuring

COMPETENCY 5.0.9: Identify methods of power source control

COMPETENCY BUILDERS:

5.0.9.1 Locate electrical power panel
5.0.9.2 Locate and rehearse turning off electricity, gas, and water
5.0.9.3 Locate and rehearse manual operation of ansul and sprinkler system

UNIT 6: Equipment (SPECIAL NOTE: Refer to Industrial Relations Commission, Division of Wage and Minor Labor Laws regarding age-appropriate use of power-driven equipment.)

COMPETENCY 6.0.1: Operate dishmachine

COMPETENCY BUILDERS:

6.0.1.1 Follow manufacturer's operation manual
6.0.1.2 Practice safe operating procedures
6.0.1.3 Identify chemical detergents, sanitizers, and drying agents
6.0.1.4 Set controls on unit
6.0.1.5 Rack items to be washed
6.0.1.6 Check water temperature and pressure gauges
6.0.1.7 Disassemble and reassemble unit
6.0.1.8 Clean and sanitize unit
6.0.1.9 Report repair needs

COMPETENCY 6.0.2: Operate garbage disposal

COMPETENCY BUILDERS:

6.0.2.1 Follow manufacturer's operation manual
6.0.2.2 Practice safe operating procedures
6.0.2.3 Clean disposal unit
6.0.2.4 Report repair needs

COMPETENCY 6.0.3: Operate and maintain soft-serve machine

COMPETENCY BUILDERS:

6.0.3.1 Follow manufacturer's operation manual
6.0.3.2 Practice safe operating procedures
6.0.3.3 Assemble and fill unit
6.0.3.4 Disassemble for cleaning
6.0.3.5 Clean and sanitize soft-serve machine
6.0.3.6 Reassemble for use
6.0.3.7 Report repair needs

COMPETENCY 6.0.4: Operate and maintain mixers and attachments

COMPETENCY BUILDERS:

6.0.4.1 Follow manufacturer's operation manual
6.0.4.2 Practice safe operating procedures
6.0.4.3 Disassemble for cleaning
6.0.4.4 Clean and sanitize mixer and attachments
6.0.4.5 Reassemble for use
6.0.4.6 Store attachments
6.0.4.7 Report repair needs

COMPETENCY 6.0.5: Operate and maintain vertical cutter-mixer

COMPETENCY BUILDERS:

6.0.5.1 Follow manufacturer's operation manual
6.0.5.2 Practice safe operating procedures
6.0.5.3 Set controls
6.0.5.4 Disassemble for cleaning
6.0.5.5 Clean and sanitize vertical cutter-mixer
6.0.5.6 Reassemble for use
6.0.5.7 Report repair needs

COMPETENCY 6.0.6: Operate and maintain proofing cabinet

COMPETENCY BUILDERS:

6.0.6.1 Follow manufacturer's operation manual
6.0.6.2 Practice safe operating procedures
6.0.6.3 Set temperature and moisture controls
6.0.6.4 Disassemble for cleaning
6.0.6.5 Clean and sanitize proofing cabinet
6.0.6.6 Reassemble for use
6.0.6.7 Report repair needs

COMPETENCY 6.0.7: Operate and maintain convection/cook-and-hold oven

COMPETENCY BUILDERS:

6.0.7.1 Follow manufacturer's operation manual
6.0.7.2 Practice safe operating procedures
6.0.7.3 Set controls
6.0.7.4 Bake breads, desserts, and doughs
6.0.7.5 Roast meats and casseroles
6.0.7.6 Bake prepackaged foods
6.0.7.7 Bake vegetables
6.0.7.8 Bake fruits
6.0.7.9 Disassemble for cleaning
6.0.7.10 Clean convection oven
6.0.7.11 Reassemble for use
6.0.7.12 Report repair needs

* Advancing
** Futuring

COMPETENCY 6.0.8: Operate and maintain standard microwave oven

COMPETENCY BUILDERS:

6.0.8.1 Follow manufacturer's operation manual
6.0.8.2 Practice safe operating procedures
6.0.8.3 Select appropriate cooking containers
6.0.8.4 Calculate and set cooking time
6.0.8.5 Thaw foods
6.0.8.6 Reheat foods
6.0.8.7 Heat convenience foods
6.0.8.8 Clean microwave oven unit
6.0.8.9 Report repair needs

COMPETENCY 6.0.9: Operate and maintain conventional oven

COMPETENCY BUILDERS:

6.0.9.1 Follow manufacturer's operation manual
6.0.9.2 Practice safe operating procedures
6.0.9.3 Set controls
6.0.9.4 Disassemble for cleaning
6.0.9.5 Clean conventional oven
6.0.9.6 Reassemble for use
6.0.9.7 Report repair needs

COMPETENCY 6.0.10: Operate and maintain infrared oven

COMPETENCY BUILDERS:

6.0.10.1 Follow manufacturer's operation manual
6.0.10.2 Practice safe operating procedures
6.0.10.3 Set controls
6.0.10.4 Heat and reconstitute precooked meals
6.0.10.5 Heat and reconstitute refrigerated foods
6.0.10.6 Heat and reconstitute frozen foods
6.0.10.7 Clean infrared oven
6.0.10.8 Report repair needs

COMPETENCY 6.0.11: Operate and maintain combination oven-steamer (i.e. standard or convection)

COMPETENCY BUILDERS:

6.0.11.1 Follow manufacturer's operation manual
6.0.11.2 Practice safe operating procedures
6.0.11.3 Set controls
6.0.11.4 Steam foods
6.0.11.5 Bake foods
6.0.11.6 Roast foods
6.0.11.7 Disassemble for cleaning
6.0.11.8 Clean combination oven-steamer
6.0.11.9 Reassemble for use
6.0.11.10 Report repair needs

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COMPETENCY 6.0.12: Operate and maintain other steam equipment (i.e. convection, pressure, and automatic)

COMPETENCY BUILDERS:

6.0.12.1 Follow manufacturer's operation manual
6.0.12.2 Practice safe operating procedures
6.0.12.3 Set automatic or manual controls
6.0.12.4 Steam vegetables
6.0.12.5 Steam meats
6.0.12.6 Disassemble for cleaning
6.0.12.7 Clean steam unit
6.0.12.8 Reassemble for use
6.0.12.9 Report repair needs

COMPETENCY 6.0.13: Operate and maintain steam table

COMPETENCY BUILDERS:

6.0.13.1 Follow manufacturer's operation manual
6.0.13.2 Practice safe operating procedures
6.0.13.3 Set controls
6.0.13.4 Disassemble for cleaning
6.0.13.5 Clean and sanitize steam table unit
6.0.13.6 Reassemble for use
6.0.13.7 Report repair needs

COMPETENCY 6.0.14: Operate and maintain range

COMPETENCY BUILDERS:

6.0.14.1 Follow manufacturer's operation manual
6.0.14.2 Practice safe operating procedures
6.0.14.3 Set controls
6.0.14.4 Disassemble for cleaning
6.0.14.5 Clean range
6.0.14.6 Reassemble for use
6.0.14.7 Report repair needs

COMPETENCY 6.0.15: Operate and maintain fryer unit

COMPETENCY BUILDERS:

6.0.15.1 Follow manufacturer's operation manual
6.0.15.2 Practice safe operating procedures
6.0.15.3 Set temperature controls
6.0.15.4 Select fats
6.0.15.5 Strain fats
6.0.15.6 Change fats
6.0.15.7 Disassemble for cleaning
6.0.15.8 Clean fryer unit
6.0.15.9 Reassemble for use
6.0.15.10 Report repair needs

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COMPETENCY 6.0.16: Operate and maintain tiltfryer

COMPETENCY BUILDERS:

6.0.16.1 Follow manufacturer's operation manual
6.0.16.2 Practice safe operating procedures
6.0.16.3 Set temperature controls
6.0.16.4 Fry foods
6.0.16.5 Braise foods
6.0.16.6 Stew foods
6.0.16.7 Saute foods
6.0.16.8 Simmer foods
6.0.16.9 Boil foods
6.0.16.10 Grill foods
6.0.16.11 Deep-fry foods
6.0.16.12 Disassemble for cleaning
6.0.16.13 Clean and sanitize tiltfryer
6.0.16.14 Reassemble for use
6.0.16.15 Report repair needs

COMPETENCY 6.0.17: Operate and maintain grill, broiler, and charbroiler

COMPETENCY BUILDERS:

6.0.17.1 Follow manufacturer's operation manual
6.0.17.2 Practice safe operating procedures
6.0.17.3 Set temperature controls
6.0.17.4 Disassemble for cleaning
6.0.17.5 Clean grill, broiler, and charbroiler
6.0.17.6 Reassemble for use
6.0.17.7 Season grill, broiler, and charbroiler
6.0.17.8 Report repair needs

COMPETENCY 6.0.18: Clean and maintain refrigerators and freezers

COMPETENCY BUILDERS:

6.0.18.1 Follow manufacturer's operating manual
6.0.18.2 Clean and sanitize refrigerator and freezer units
6.0.18.3 Clean walk-in refrigerator/freezer
6.0.18.4 Defrost walk-in refrigerator/freezer
6.0.18.5 Monitor temperatures
6.0.18.6 Report repair needs

COMPETENCY 6.0.19: Clean and maintain ventilation hoods

COMPETENCY BUILDERS:

6.0.19.1 Follow manufacturer's operating manual
6.0.19.2 Practice safe operating procedures
6.0.19.3 Clean and replace filters
6.0.19.4 Disassemble for cleaning
6.0.19.5 Clean ventilation hoods
6.0.19.6 Reassemble for use
6.0.19.7 Report repair needs

COMPETENCY 6.0.20: Operate and maintain baker's scale

COMPETENCY BUILDERS:

6.0.20.1 Follow manufacturer's operation manual
6.0.20.2 Adjust and balance scale
6.0.20.3 Weigh food items
6.0.20.4 Clean and sanitize baker's scale
6.0.20.5 Report repair needs

COMPETENCY 6.0.21: Operate and maintain portion scale

COMPETENCY BUILDERS:

6.0.21.1 Follow manufacturer's operation manual
6.0.21.2 Calculate serving sizes
6.0.21.3 Weigh food
6.0.21.4 Read scale
6.0.21.5 Clean and sanitize portion scale
6.0.21.6 Report repair needs

COMPETENCY 6.0.22: Operate and maintain blender and food processor

COMPETENCY BUILDERS:

6.0.22.1 Follow manufacturer's operation manual
6.0.22.2 Practice safe operating procedures
6.0.22.3 Set controls and process food
6.0.22.4 Clean and sanitize blender food processor
6.0.22.5 Report repair needs

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COMPETENCY 6.0.23: Operate and maintain slicing machine

COMPETENCY BUILDERS:

6.0.23.1 Follow manufacturer's operation manual
6.0.23.2 Practice safe operating procedures
6.0.23.3 Slice manually
6.0.23.4 Slice automatically
6.0.23.5 Shred food
6.0.23.6 Unplug and disassemble slicing machine for cleaning
6.0.23.7 Clean and sanitize slicing machine
6.0.23.8 Reassemble slicing machine
6.0.23.9 Report repair needs

COMPETENCY 6.0.24: Operate and maintain rotary toaster

COMPETENCY BUILDERS:

6.0.24.1 Follow manufacturer's operation manual
6.0.24.2 Practice safe operating procedures
6.0.24.3 Set controls and toast breads
6.0.24.4 Clean rotary toaster
6.0.24.5 Report repair needs

UNIT 7: Nutrition and Menu Development

COMPETENCY 7.0.1: Apply nutrition knowledge

COMPETENCY BUILDERS:

7.0.1.1 Identify major food groups
7.0.1.2 Identify nutrient contributions
7.0.1.3 Explain nutrition knowledge as diet relates to health
7.0.1.4 Analyze common food allergies
7.0.1.5 Describe characteristics, functions, and food sources of carbohydrates, proteins, and fats*

COMPETENCY 7.0.2: Maintain and monitor recipes

COMPETENCY BUILDERS:

7.0.2.1 Use standardized recipes
7.0.2.2 Interpret recipe information
7.0.2.3 Analyze nutritional knowledge
7.0.2.4 Substitute ingredients
7.0.2.5 Adjust herbs, spices, flavorings, and extracts
7.0.2.6 Create recipes*
7.0.2.7 Evaluate recipes
7.0.2.8 Portion and weigh ingredients
7.0.2.9 Calculate increased and/or decreased amounts of ingredients
7.0.2.10 Calculate yields

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COMPETENCY 7.0.3: Develop menus

COMPETENCY BUILDERS:

7.0.3.1 Analyze nutritional needs
7.0.3.2 Apply nutrition knowledge
7.0.3.3 Create menus to meet nutritional needs
7.0.3.4 Create menus for total food utilization
7.0.3.5 Analyze and incorporate menu trends
7.0.3.6 Create menus using seasonal ethnic and regional foods
7.0.3.7 Plan menus based on type of operation for restaurant
7.0.3.8 Plan menus for holidays, themes, buffets, and special functions
7.0.3.9 Rotate menus
7.0.3.10 Review laws pertaining to "truth in menu"

COMPETENCY 7.0.4: Analyze and calculate costs

COMPETENCY BUILDERS:

7.0.4.1 Calculate cost per serving for food
7.0.4.2 Calculate and factor overhead costs into menu costs and/or prices*
7.0.4.3 Calculate menu prices

UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.1: Garde-Manger/Pantry

COMPETENCY 8.1.1: Prepare salads and salad dressings

COMPETENCY BUILDERS:

8.1.1.1 Maintain clean and sanitized work area
8.1.1.2 Identify serveable products
8.1.1.3 Wash and prepare greens, vegetables, and/or fruits
8.1.1.4 Prepare cooked ingredients
8.1.1.5 Prepare protein salads
8.1.1.6 Prepare gelatin salads
8.1.1.7 Portion salads
8.1.1.8 Store prepared salads

COMPETENCY 8.1.2: Prepare salad dressings

COMPETENCY BUILDERS:

8.1.2.1 Maintain clean and sanitized work area
8.1.2.2 Identify and/or prepare oil-based, mayonnaise, and cooked salad dressings
8.1.2.3 Store prepared salad dressings
8.1.2.4 Prepare, assemble, and garnish fruit and/or vegetable trays

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UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.2: Appetizers

COMPETENCY 8.2.1: Prepare hot hors d'oeuvres

COMPETENCY BUILDERS:

8.2.1.1 Maintain clean and sanitized work area
8.2.1.2 Prepare, assemble, and garnish hot hors d'oeuvres
8.2.1.3 Store hors d'oeuvres

COMPETENCY 8.2.2: Prepare cold hors d'oeuvres

COMPETENCY BUILDERS:

8.2.2.1 Maintain clean and sanitized work area
8.2.2.2 Prepare, assemble, and garnish cold hors d'oeuvres
8.2.2.3 Store cold hors d'oeuvres

UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.3: Sandwich Preparation

COMPETENCY 8.3.1: Prepare hot and cold sandwiches

COMPETENCY BUILDERS:

8.3.1.1 Maintain clean and sanitized work area
8.3.1.2 Select and prepare breads
8.3.1.3 Slice meat, cheese, poultry, seafood, and fillings
8.3.1.4 Prepare accompaniments
8.3.1.5 Grill, broil, saute, and deep-fry food items for hot sandwiches
8.3.1.6 Assemble and garnish sandwiches for serving
8.3.1.7 Store sandwiches

COMPETENCY 8.3.2: Prepare meat, cheese, poultry, and seafood trays

COMPETENCY BUILDERS:

8.3.2.1 Maintain clean and sanitized work area
8.3.2.2 Prepare meat, cheese, poultry, and seafood
8.3.2.3 Garnish trays
8.3.2.4 Store prepared meat, cheese, poultry, or seafood trays

UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.4: Eggs and Dairy Products

COMPETENCY 8.4.1: Prepare eggs and egg dishes

COMPETENCY BUILDERS:

8.4.1.1 Maintain clean and sanitized work area
8.4.1.2 Select eggs
8.4.1.3 Store and handle fresh, frozen, dried, and pasteurized eggs
8.4.1.4 Use eggs to bind, thicken, bread, emulsify, clarify, and leaven foods
8.4.1.5 Demonstrate types of egg cookery and omelets
8.4.1.6 Prepare and bake custards, souffles, and quiche*

COMPETENCY 8.4.2: Identify and/or prepare dairy products

COMPETENCY BUILDERS:

8.4.2.1 Maintain clean and sanitized work area
8.4.2.2 Select dairy products
8.4.2.3 Demonstrate dairy product cookery and usage
8.4.2.4 Store prepared dairy products

COMPETENCY 8.4.3: Prepare cheeses and cheese dishes

COMPETENCY BUILDERS:

8.4.3.1 Maintain clean and sanitized work area
8.4.3.2 Identify and select cheeses
8.4.3.3 Prepare and store cold cheeses
8.4.3.4 Cook and/or heat cheese dishes, entrees and sauces
8.4.3.5 Store finished cheese products

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UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.5: Fruits and Vegetables

COMPETENCY 8.5.1: Prepare fruits

COMPETENCY BUILDERS:

8.5.1.1 Maintain clean and sanitized work area
8.5.1.2 Identify and select fresh, frozen, canned, or dried fruits
8.5.1.3 Clean, prepare, and portion fresh fruits
8.5.1.4 Zest citrus fruits
8.5.1.5 Prepare fruits for cooking
8.5.1.6 Demonstrate and/or identify fruit cookery methods
8.5.1.7 Preserve fruit*
8.5.1.8 Glaze fruit*
8.5.1.9 Prepare special fruit show pieces*
8.5.1.10 Store fruits

COMPETENCY 8.5.2: Prepare vegetables

COMPETENCY BUILDERS:

8.5.2.1 Maintain clean and sanitized work area
8.5.2.2 Identify and select fresh, frozen, canned, or dried vegetables
8.5.2.3 Clean, prepare, and portion vegetables
8.5.2.4 Demonstrate and/or identify vegetable cookery methods to maintain nutritional value
8.5.2.5 Prepare vegetable casseroles
8.5.2.6 Prepare vegetable garnishes
8.5.2.7 Prepare special vegetable show pieces*
8.5.2.8 Store vegetables

UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.6: Pasta, Grains, and Legumes

COMPETENCY 8.6.1: Prepare pasta and pasta dishes

COMPETENCY BUILDERS:

8.6.1.1 Maintain clean and sanitized work area
8.6.1.2 Identify and select fresh, frozen, and dried pasta
8.6.1.3 Cook pasta
8.6.1.4 Assemble pasta dishes and entrees
8.6.1.5 Prepare stuffed pasta*
8.6.1.6 Prepare pasta sauces
8.6.1.7 Portion pasta for serving

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COMPETENCY 8.6.2: Prepare grains and cereals

COMPETENCY BUILDERS:

8.6.2.1 Maintain clean and sanitized work area
8.6.2.2 Identify and select specialty grains or cereals
8.6.2.3 Cook grains or cereals
8.6.2.4 Prepare entrees with grains or cereals
8.6.2.5 Store grains and cereals
8.6.2.6 Portion food for serving

COMPETENCY 8.6.3: Prepare rice and rice dishes

COMPETENCY BUILDERS:

8.6.3.1 Maintain clean and sanitized work area
8.6.3.2 Identify and select types of rice
8.6.3.3 Cook rice
8.6.3.4 Assemble rice dishes
8.6.3.5 Store rice dishes
8.6.3.6 Portion food for serving

COMPETENCY 8.6.4: Prepare dried beans, legumes, and lentils

COMPETENCY BUILDERS:

8.6.4.1 Maintain clean and sanitized work area
8.6.4.2 Identify and select beans and legumes or lentils
8.6.4.3 Cook beans and legumes or lentils
8.6.4.4 Portion food for serving
8.6.4.5 Store beans and legumes or lentils

UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.7: Stocks, Soups, Sauces, and Gravies

COMPETENCY 8.7.1: Prepare stock

COMPETENCY BUILDERS:

8.7.1.1 Maintain clean and sanitized work area
8.7.1.2 Identify ingredients, seasonings, and procedures in stock preparation
8.7.1.3 Demonstrate use of bases in stock preparation
8.7.1.4 Use stock in recipes
8.7.1.5 Store stock
8.7.1.6 Prepare brown, poultry, and fish stock*

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COMPETENCY 8.7.2: Prepare soups

COMPETENCY BUILDERS:

8.7.2.1 Maintain clean and sanitized work area
8.7.2.2 Identify cream, pureed, vegetable, cheese, consomme, nationality, and specialty soups
8.7.2.3 Prepare stock-base and cream-base soup(s)
8.7.2.4 Cut, chop, and dice soup ingredients
8.7.2.5 Prepare cream, pureed, vegetable, cheese, consomme, nationality, and specialty soups*
8.7.2.6 Prepare cold soups
8.7.2.7 Garnish soup
8.7.2.8 Portion soup into serving bowl(s)
8.7.2.9 Store hot and cold soups

COMPETENCY 8.7.3: Prepare basic sauces and gravies

COMPETENCY BUILDERS:

8.7.3.1 Maintain clean and sanitized work area
8.7.3.2 Identify thickening agents and their uses
8.7.3.3 Prepare roux
8.7.3.4 Identify ingredients and procedures of brown, white, tomato, butter, and veloute sauces
8.7.3.5 Prepare brown, white, tomato, butter, and veloute sauces*
8.7.3.6 Prepare cold sauces*
8.7.3.7 Prepare sauces from prepared products
8.7.3.8 Prepare pan gravy
8.7.3.9 Portion sauces and gravies
8.7.3.10 Store sauces and gravies

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UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.8: Meat, Poultry, and Seafood

COMPETENCY 8.8.1: Prepare meat

COMPETENCY BUILDERS:

8.8.1.1 Maintain clean and sanitized work area
8.8.1.2 Identify grades and cuts of beef, veal, pork, and lamb according to the USDA specifications
8.8.1.3 Cut and bone meat(s)*
8.8.1.4 Utilize leftover meat(s)
8.8.1.5 Explain meat cookery methods
8.8.1.6 Roast or bake meat(s)
8.8.1.7 Fry or saute meat(s)
8.8.1.8 Stir-fry meat(s)
8.8.1.9 Broil or grill meat(s)
8.8.1.10 Blacken meat(s)
8.8.1.11 Braise or stew meat(s)
8.8.1.12 Boil meat(s)
8.8.1.13 Portion meat for serving
8.8.1.14 Store meat(s)

COMPETENCY 8.8.2: Prepare poultry

COMPETENCY BUILDERS:

8.8.2.1 Maintain clean and sanitized work area
8.8.2.2 Identify grades and types of poultry according to USDA specifications
8.8.2.3 Prepare whole poultry
8.8.2.4 Identify cuts of poultry
8.8.2.5 Cut fresh poultry into servings*
8.8.2.6 Bone poultry
8.8.2.7 Explain methods of poultry cookery
8.8.2.8 Roast or bake poultry
8.8.2.9 Fry or saute poultry
8.8.2.10 Stir-fry poultry
8.8.2.11 Broil or grill poultry
8.8.2.12 Stew poultry
8.8.2.13 Boil poultry
8.8.2.14 Prepare bread dressings/stuffings
8.8.2.15 Utilize all parts of poultry in menu planning*
8.8.2.16 Portion poultry for serving
8.8.2.17 Store poultry

* Advancing
** Futuring

COMPETENCY 8.8.3: Prepare fish and shellfish

COMPETENCY BUILDERS:

8.8.3.1 Maintain clean and sanitized work area
8.8.3.2 Identify frozen, fresh, and cooked fish and shellfish
8.8.3.3 Inspect product for freshness and quality
8.8.3.4 Prepare fish and shellfish for cooking
8.8.3.5 Portion fish and shellfish
8.8.3.6 Explain methods of fish and shellfish cookery
8.8.3.7 Bake fish or shellfish
8.8.3.8 Fry or saute fish or shellfish
8.8.3.9 Stir-fry fish or shellfish
8.8.3.10 Broil or grill fish or shellfish
8.8.3.11 Blacken fish
8.8.3.12 Poach fish or shellfish
8.8.3.13 Steam fish or shellfish
8.8.3.14 Store fish and shellfish

UNIT 8: Food Preparation, Processing, and Production

SUBUNIT 8.9: Bakery

COMPETENCY 8.9.1: Explain basic principles of baking

COMPETENCY BUILDERS:

8.9.1.1 Describe properties and list functions of ingredients and baked goods
8.9.1.2 Weigh and measure ingredients used in baking
8.9.1.3 Apply basic mathematical skills to convert recipes
8.9.1.4 Define baking terms

COMPETENCY 8.9.2: Prepare and bake quick-bread products

COMPETENCY BUILDERS:

8.9.2.1 Maintain clean and sanitized work area
8.9.2.2 Assemble ingredients
8.9.2.3 Prepare special ingredients
8.9.2.4 Prepare muffins
8.9.2.5 Prepare loaves
8.9.2.6 Prepare biscuits
8.9.2.7 Prepare coffee cakes
8.9.2.8 Prepare cornbread
8.9.2.9 Prepare pancakes, crepes, and waffles
8.9.2.10 Bake quick-bread products
8.9.2.11 Package baked quick-bread products
8.9.2.12 Portion quick breads for serving
8.9.2.13 Ice quick-bread products
8.9.2.14 Display and store quick-bread products

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** Futuring

COMPETENCY 8.9.3: Prepare and bake yeast bread products

COMPETENCY BUILDERS:

8.9.3.1 Maintain clean and sanitized work area
8.9.3.2 Assemble ingredients
8.9.3.3 Prepare special ingredients
8.9.3.4 Mix yeast bread dough
8.9.3.5 Portion yeast bread dough
8.9.3.6 Rest yeast bread dough
8.9.3.7 Shape yeast bread dough
8.9.3.8 Proof yeast bread dough
8.9.3.9 Bake yeast bread products
8.9.3.10 Glaze and/or wash baked yeast bread products
8.9.3.11 Package baked yeast bread products
8.9.3.12 Display and store yeast bread products

COMPETENCY 8.9.4: Prepare and bake sweet yeast bread products

COMPETENCY BUILDERS:

8.9.4.1 Maintain clean and sanitized work area
8.9.4.2 Assemble ingredients
8.9.4.3 Prepare special ingredients
8.9.4.4 Mix sweet yeast bread dough
8.9.4.5 Portion sweet yeast bread dough
8.9.4.6 Shape and fill sweet yeast bread dough
8.9.4.7 Egg-wash sweet yeast bread dough
8.9.4.8 Proof sweet yeast bread dough
8.9.4.9 Bake and/or fry sweet yeast bread doughs
8.9.4.10 Wash, glaze, and/or ice baked sweet yeast bread products
8.9.4.11 Package baked sweet yeast dough products
8.9.4.12 Display and store baked sweet yeast bread products

COMPETENCY 8.9.5: Prepare and bake cookies

COMPETENCY BUILDERS:

8.9.5.1 Maintain clean and sanitized work area
8.9.5.2 Assemble ingredients
8.9.5.3 Prepare special ingredients
8.9.5.4 Prepare bar cookies
8.9.5.5 Prepare drop cookies
8.9.5.6 Prepare rolled cookies
8.9.5.7 Prepare refrigerator cookies
8.9.5.8 Prepare pressed cookies
8.9.5.9 Prepare molded cookies
8.9.5.10 Bake cookies
8.9.5.11 Decorate and garnish cookies
8.9.5.12 Package baked cookies
8.9.5.13 Display and store cookies

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** Futuring

COMPETENCY 8.9.6: Prepare and bake cakes

COMPETENCY BUILDERS:

8.9.6.1 Maintain clean and sanitized work area
8.9.6.2 Assemble ingredients
8.9.6.3 Prepare special ingredients
8.9.6.4 Prepare and bake cakes from scratch
8.9.6.5 Prepare and bake cakes from convenience mixes
8.9.6.6 Cool cakes
8.9.6.7 Decorate and garnish baked cakes
8.9.6.8 Portion cakes for serving
8.9.6.9 Package baked cakes
8.9.6.10 Display and store cakes

COMPETENCY 8.9.7: Prepare washes, glazes, icings, frostings, and fillings

COMPETENCY BUILDERS:

8.9.7.1 Maintain clean and sanitized work area
8.9.7.2 Assemble ingredients
8.9.7.3 Prepare washes and glazes
8.9.7.4 Prepare icings
8.9.7.5 Prepare frostings
8.9.7.6 Prepare whipped toppings and fillings
8.9.7.7 Decorate cakes
8.9.7.8 Store glazes, icings, frostings, and fillings

COMPETENCY 8.9.8: Prepare and bake pies, pastries, and meringues

COMPETENCY BUILDERS:

8.9.8.1 Maintain clean and sanitized work area
8.9.8.2 Assemble ingredients
8.9.8.3 Prepare special ingredients
8.9.8.4 Prepare pie crust
8.9.8.5 Prepare crumb crust
8.9.8.6 Prepare pastries
8.9.8.7 Prepare puff pastry and/or pate choux*
8.9.8.8 Prepare fruit fillings
8.9.8.9 Prepare custard fillings
8.9.8.10 Prepare cream fillings
8.9.8.11 Prepare chiffon fillings*
8.9.8.12 Prepare meringues
8.9.8.13 Prepare garnishes
8.9.8.14 Decorate pies, pastries, and meringues
8.9.8.15 Portion pies, pastries, and meringues for serving
8.9.8.16 Display and store baked pies, pastries, and meringues
8.9.8.17 Package baked and unbaked pies, pastries, and meringues
8.9.8.18 Store baked and unbaked pie fillings

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COMPETENCY 8.9.9: Prepare specialty desserts*

COMPETENCY BUILDERS:

8.9.9.1 Maintain clean and sanitized work area*
8.9.9.2 Prepare and bake cheesecake(s)*
8.9.9.3 Prepare and bake tortes*
8.9.9.4 Prepare frozen desserts*
8.9.9.5 Portion specialty desserts for serving*
8.9.9.6 Display and store specialty desserts*

UNIT 9: In-House Selling

COMPETENCY 9.0.1: Take orders

COMPETENCY BUILDERS:

9.0.1.1 Describe menu items
9.0.1.2 Demonstrate product knowledge
9.0.1.3 Demonstrate suggestive selling
9.0.1.4 Promote specials
9.0.1.5 Record information correctly
9.0.1.6 Verify order

COMPETENCY 9.0.2: Place orders

COMPETENCY BUILDERS:

9.0.2.1 Operate point-of-sale (POS) terminal
9.0.2.2 Verify order
9.0.2.3 Transfer information to food and/or beverage area(s)

COMPETENCY 9.0.3: Apply advertising techniques*

COMPETENCY BUILDERS:

9.0.3.1 Create and maintain product displays*
9.0.3.2 Develop coupons and discount specials*
9.0.3.3 Create promotional advertisements*
9.0.3.4 Develop and present new products*
9.0.3.5 Market logo items*

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UNIT 10: Cashier Functions

COMPETENCY 10.0.1: Perform cash register operations

COMPETENCY BUILDERS:

10.0.1.1 Set up cash drawer and verify amount
10.0.1.2 Exhibit and maintain a positive attitude
10.0.1.3 Exhibit and maintain a neat and clean appearance
10.0.1.4 Greet guests properly
10.0.1.5 Answer telephone properly
10.0.1.6 Practice telephone etiquette
10.0.1.7 Communicate pertinent information to coworkers
10.0.1.8 Calculate taxes and gratuities
10.0.1.9 Calculate discounts and credits
10.0.1.10 Operate computer/cash register
10.0.1.11 Make change
10.0.1.12 Verify personal check information
10.0.1.13 Thank guest(s)

COMPETENCY 10.0.2: Process credit card transactions

COMPETENCY BUILDERS:

10.0.2.1 Complete credit card forms
10.0.2.2 Verify account
10.0.2.3 Secure customer information and signature
10.0.2.4 Return credit card and guest receipt
10.0.2.5 Thank guest(s)

COMPETENCY 10.0.3: Maintain cashier counter display

COMPETENCY BUILDERS:

10.0.3.1 Maintain clean and sanitized work area
10.0.3.2 Sell counter items
10.0.3.3 Stock and restock items

COMPETENCY 10.0.4: Balance receipts and cash register

COMPETENCY BUILDERS:

10.0.4.1 Record sales data
10.0.4.2 Audit guest checks
10.0.4.3 Total and reconcile receipts
10.0.4.4 Balance cash drawer
10.0.4.5 Prepare bank deposit

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UNIT 11: Guest Relations

COMPETENCY 11.0.1: Take reservations

COMPETENCY BUILDERS:

11.0.1.1 Answer telephone properly
11.0.1.2 Practice telephone etiquette
11.0.1.3 Give and receive information
11.0.1.4 Verify and record information
11.0.1.5 Process FAX transactions

COMPETENCY 11.0.2: Provide guest service

COMPETENCY BUILDERS:

11.0.2.1 Greet guest(s) properly
11.0.2.2 Recognize repeat guests
11.0.2.3 Maintain reservation lists, waiting lists, and seating chart
11.0.2.4 Escort and seat guest(s)
11.0.2.5 Assure guest satisfaction
11.0.2.6 Present menu(s)
11.0.2.7 Anticipate and respond to special guest(s) requirement(s)
11.0.2.8 Describe accommodations
11.0.2.9 Anticipate and handle complaints
11.0.2.10 Thank guest(s) upon departure
11.0.2.11 Ask guest(s) to return

UNIT 12: Catering and Banquet Services and Production

COMPETENCY 12.0.1: Cater off-site

COMPETENCY BUILDERS:

12.0.1.1 Load nonperishable items
12.0.1.2 Load perishable items
12.0.1.3 Transport items
12.0.1.4 Unload vehicle
12.0.1.5 Reload vehicle after serving

COMPETENCY 12.0.2: Set up and maintain serving and eating area(s)

COMPETENCY BUILDERS:

12.0.2.1 Determine serving and eating area(s)
12.0.2.2 Set up table(s) and chairs
12.0.2.3 Arrange table covers and decorations
12.0.2.4 Set up food and beverage serving areas
12.0.2.5 Set up decorations, supplies, and equipment
12.0.2.6 Replenish food and beverages

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COMPETENCY 12.0.3: Use and maintain chafing dish(es)

COMPETENCY BUILDERS:

12.0.3.1 Follow manufacturer's operation manual
12.0.3.2 Practice safe operating procedures
12.0.3.3 Use canned or electric heat
12.0.3.4 Use electric heating element
12.0.3.5 Monitor food quality continuously
12.0.3.6 Replenish food
12.0.3.7 Clean and sanitize chafing dish(es)
12.0.3.8 Report repair needs

COMPETENCY 12.0.4: Break down eating and serving area(s)

COMPETENCY BUILDERS:

12.0.4.1 Remove and pack foods and beverages from serving table(s)
12.0.4.2 Remove and pack unused table service items
12.0.4.3 Contain and dispose refuse
12.0.4.4 Clean table(s), chairs, and serving area(s)
12.0.4.5 Dismantle table(s) and chairs
12.0.4.6 Clean floor(s)
12.0.4.7 Clean and sanitize kitchen area

COMPETENCY 12.0.5: Unload, clean, and sanitize vehicle

COMPETENCY BUILDERS:

12.0.5.1 Unload vehicle
12.0.5.2 Store leftover food and beverages
12.0.5.3 Clean and sanitize vehicle

COMPETENCY 12.0.6: Manage catered function(s)*

COMPETENCY BUILDERS:

12.0.6.1 Plan menus*
12.0.6.2 Develop promotional brochure*
12.0.6.3 Explain components of contracts*
12.0.6.4 Maintain recipe file*
12.0.6.5 Confer with customers*

COMPETENCY 12.0.7: Order miscellaneous catering supplies

COMPETENCY BUILDERS:

12.0.7.1 Order linen and uniforms
12.0.7.2 Assess equipment needs
12.0.7.3 Rent or lease equipment for special events*

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COMPETENCY 12.0.8: Order and receive food and beverages*

COMPETENCY BUILDERS:

12.0.8.1 Calculate food items needed*
12.0.8.2 Calculate beverages needed*
12.0.8.3 Select purveyor*
12.0.8.4 Complete purchase orders*
12.0.8.5 Check invoice for accuracy, quantity, and quality*
12.0.8.6 Check invoice for payment*
12.0.8.7 Inventory food(s) and beverages*
12.0.8.8 Store food and beverages safely*

COMPETENCY 12.0.9: Order and receive special decorations, supplies, and equipment*

COMPETENCY BUILDERS:

12.0.9.1 Select decorations, supplies, and equipment*
12.0.9.2 Request bids for supplies, decorations, or equipment*
12.0.9.3 Complete purchase orders*
12.0.9.4 Inventory special decorations, supplies, and equipment*
12.0.9.5 Check invoice for payment*
12.0.9.6 Store decorations, supplies, and equipment*

UNIT 13: Receiving and Storing

COMPETENCY 13.0.1: Receive food and supplies

COMPETENCY BUILDERS:

13.0.1.1 Check shipment against order
13.0.1.2 Verify vendor and order
13.0.1.3 Count and weigh supplies
13.0.1.4 Inspect food and supplies
13.0.1.5 Complete receiving records

COMPETENCY 13.0.2: Store foods and supplies

COMPETENCY BUILDERS:

13.0.2.1 Determine proper storage for all foods and supplies
13.0.2.2 Maintain safety and sanitation of supply areas
13.0.2.3 Maintain storage temperatures for foods
13.0.2.4 Issue and rotate food and supplies
13.0.2.5 Secure storage area

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UNIT 14: Management Operations*

COMPETENCY 14.0.1: Control theft and pilferage

COMPETENCY BUILDERS:

14.0.1.1 Create a definitive theft control policy
14.0.1.2 Identify short-change methods
14.0.1.3 Identify methods to reduce theft and pilferage
14.0.1.4 Report theft and pilferage
14.0.1.5 Follow internal control systems
14.0.1.6 Follow security procedures

COMPETENCY 14.0.2: Comply with federal and state laws, and employer policies*

COMPETENCY BUILDERS:

14.0.2.1 Identify licenses and permits for type of food service operation*
14.0.2.2 Identify fire, building, health, and safety regulations*
14.0.2.3 Identify wage and hour laws*
14.0.2.4 Display required information*

COMPETENCY 14.0.3: Identify liability responsibilities*

COMPETENCY BUILDERS:

14.0.3.1 Interpret and evaluate liability responsibilities*
14.0.3.2 Identify insurance needs*

COMPETENCY 14.0.4: Supervise personnel*

COMPETENCY BUILDERS:

14.0.4.1 Summarize leadership styles and abilities as applied to food service establishments*
14.0.4.2 Develop job descriptions*
14.0.4.3 Outline procedures to plan, interview, hire, and discharge staff*
14.0.4.4 Create and maintain employee files*
14.0.4.5 Review process of interviewing applicants*
14.0.4.6 Orient new employees*
14.0.4.7 Develop and/or apply training programs*
14.0.4.8 Assign jobs*
14.0.4.9 Evaluate job stations*
14.0.4.10 Evaluate personal hygiene, sanitation, and safety procedures*
14.0.4.11 Develop a sense of urgency*
14.0.4.12 Practice active listening techniques*

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COMPETENCY 14.0.5: Order food and supplies*

COMPETENCY BUILDERS:

14.0.5.1 Inventory perishable and nonperishable items*
14.0.5.2 Project inventory needs*
14.0.5.3 Maintain food budget*
14.0.5.4 Determine quality and quantity of food to be ordered*
14.0.5.5 Secure bids*
14.0.5.6 Complete order and requisition forms*
14.0.5.7 Complete purchase orders*
14.0.5.8 Follow up order with suppliers/vendors*

COMPETENCY 14.0.6: Order miscellaneous catering supplies and equipment*

COMPETENCY BUILDERS:

14.0.6.1 Order linens and uniforms*
14.0.6.2 Assess equipment needs*
14.0.6.3 Rent or lease equipment for special events*

COMPETENCY 14.0.7: Manage food production*

COMPETENCY BUILDERS:

14.0.7.1 Develop food production list, schedule, and/or chart*
14.0.7.2 Supervise food production*
14.0.7.3 Set production procedures*
14.0.7.4 Evaluate use, cost, ease of preparation, and aesthetic quality of food*
14.0.7.5 Conserve energy and resources*

COMPETENCY 14.0.8: Maintain equipment*

COMPETENCY BUILDERS:

14.0.8.1 Inventory equipment*
14.0.8.2 Maintain operation manuals, purchase records, and maintenance agreements*
14.0.8.3 Contract equipment maintenance agreements*
14.0.8.4 Monitor equipment operation and care*
14.0.8.5 Document and record equipment repair as required*

COMPETENCY 14.0.9: Maintain recordkeeping system*

COMPETENCY BUILDERS:

14.0.9.1 Maintain filing system*
14.0.9.2 Calculate inventory*
14.0.9.3 Calculate payroll*
14.0.9.4 Maintain employee tax records*
14.0.9.5 Maintain employee schedules*
14.0.9.6 Calculate operational costs*
14.0.9.7 Develop budget*
14.0.9.8 Record invoices*
14.0.9.9 Compute income and expenses (e.g. establish balance sheet)*
14.0.9.10 Computerize recordkeeping*
14.0.9.11 Verify cash receipts (sales) and expenditures*

COMPETENCY 14.0.10: Maintain public relations*

COMPETENCY BUILDERS:

14.0.10.1 Communicate company policies to employees*
14.0.10.2 Develop and summarize customer evaluation forms and/or questionnaires*
14.0.10.3 Handle customer complaints*
14.0.10.4 Handle employee relations problems*
14.0.10.5 Affiliate with professional organizations*
14.0.10.6 Maintain positive customer relations*
14.0.10.7 Maintain positive community relations*

COMPETENCY 14.0.11: Market food service*

COMPETENCY BUILDERS:

14.0.11.1 Survey market*
14.0.11.2 Analyze feasibility study*
14.0.11.3 Develop and apply marketing strategies*
14.0.11.4 Advertise special food items and "house" specialties*
14.0.11.5 Develop marketing brochure*
14.0.11.6 Develop advertisement budget*

COMPETENCY 14.0.12: Supervise serving staff*

COMPETENCY BUILDERS:

14.0.12.1 Schedule work assignments*
14.0.12.2 Assign and monitor work stations*
14.0.12.3 Train new serving staff*
14.0.12.4 Inspect server appearance*
14.0.12.5 Issue and audit guest checks*
14.0.12.6 Monitor workers*
14.0.12.7 Prepare and conduct pre-meal briefing*
14.0.12.8 Check on tables and service*
14.0.12.9 Develop a sense of urgency*
14.0.12.10 Practice active listening techniques*

COMPETENCY 14.0.13: Supervise dining room appearance*

COMPETENCY BUILDERS:

14.0.13.1 Prepare menu board*
14.0.13.2 Maintain dining room operations*
14.0.13.3 Report needed repairs*
14.0.13.4 Conduct manager's work using 7 senses to objectively observe, patrol, correct, and act within the operation*

COMPETENCY 14.0.14: Order food and supplies*

COMPETENCY BUILDERS:

14.0.14.1 Inventory perishable and nonperishable items*
14.0.14.2 Project inventory needs based on build-to amounts*
14.0.14.3 Maintain food budget*
14.0.14.4 Determine food quality and quantity to be ordered*
14.0.14.5 Secure bids*
14.0.14.6 Complete order and requisition forms*
14.0.14.7 Complete purchase orders*
14.0.14.8 Follow up order with suppliers*

COMPETENCY 14.0.15: Evaluate intrapreneurship (manager as owner) in the food service industry*

COMPETENCY BUILDERS:

14.0.15.1 Identify responsibilities of an intrapreneur*
14.0.15.2 Compare and contrast advantages and disadvantages of intrapreneurship*
14.0.15.3 Explore traditional and nontraditional intrapreneurial opportunities*
14.0.15.4 Recognize opportunities for change via intrapreneurial pursuits*

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UNIT 15: Employability Skills

SUBUNIT 15.1: Career Development

COMPETENCY 15.1.1: Investigate career options

COMPETENCY BUILDERS:

15.1.1.1 Determine interests and aptitudes
15.1.1.2 Identify career options
15.1.1.3 Research occupations matching interests and aptitudes
15.1.1.4 Select career(s) that best match(es) interests and aptitudes
15.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
15.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
15.1.1.7 Develop a career plan

COMPETENCY 15.1.2: Analyze potential barriers to employment

COMPETENCY BUILDERS:

15.1.2.1 Identify common barriers to employment
15.1.2.2 Develop strategies to overcome employment barriers

UNIT 15: Employability Skills

SUBUNIT 15.2: Decision Making and Problem Solving

COMPETENCY 15.2.1: Apply decision-making techniques in the workplace

COMPETENCY BUILDERS:

15.2.1.1 Identify the decision to be made
15.2.1.2 Compare alternatives
15.2.1.3 Determine consequences of each alternative
15.2.1.4 Make decisions based on values and goals
15.2.1.5 Evaluate the decision made

COMPETENCY 15.2.2: Apply problem-solving techniques in the workplace

COMPETENCY BUILDERS:

15.2.2.1 Diagnose the problem and its causes
15.2.2.2 Identify alternatives and their consequences in relation to the problem
15.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
15.2.2.4 Utilize resources to explore possible solutions to the problem
15.2.2.5 Compare and contrast the advantages and disadvantages of each solution
15.2.2.6 Determine appropriate action
15.2.2.7 Evaluate results

UNIT 15: Employability Skills

SUBUNIT 15.3: Work Ethic

COMPETENCY 15.3.1: Evaluate the relationship of self-esteem to work ethic

COMPETENCY BUILDERS:

15.3.1.1 Identify special characteristics and abilities in self and others
15.3.1.2 Identify internal and external factors that affect self-esteem

COMPETENCY 15.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

COMPETENCY BUILDERS:

15.3.2.1 Distinguish between values and goals
15.3.2.2 Determine the importance of values and goals
15.3.2.3 Evaluate how values affect goals
15.3.2.4 Identify short-term and long-term goals
15.3.2.5 Prioritize personal goals
15.3.2.6 Describe how personal values are reflected in work ethic
15.3.2.7 Describe how interactions in the workplace affect personal work ethic
15.3.2.8 Examine how life changes affect personal work ethic

COMPETENCY 15.3.3: Demonstrate work ethic

COMPETENCY BUILDERS:

15.3.3.1 Examine factors that influence work ethic
15.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

UNIT 15: Employability Skills

SUBUNIT 15.4: Job-Seeking Skills

COMPETENCY 15.4.1: Prepare for employment

COMPETENCY BUILDERS:

15.4.1.1 Identify traditional and nontraditional employment sources
15.4.1.2 Utilize employment sources
15.4.1.3 Research job opportunities, including nontraditional careers
15.4.1.4 Interpret equal employment opportunity laws
15.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
15.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

COMPETENCY 15.4.2: Design a résumé

COMPETENCY BUILDERS:

15.4.2.1 Identify personal strengths and weaknesses
15.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
15.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
15.4.2.4 Complete résumé using various formats
15.4.2.5 Secure references

COMPETENCY 15.4.3: Complete and process job application forms

COMPETENCY BUILDERS:

15.4.3.1 Explain the importance of an application form
15.4.3.2 Identify ways to obtain job application forms
15.4.3.3 Describe methods for handling illegal questions on job application forms
15.4.3.4 Demonstrate legible written communications skills using correct grammar, spelling, and concise wording
15.4.3.5 Return application to proper person, request interview, and follow up

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COMPETENCY 15.4.4: Demonstrate interviewing skills

COMPETENCY BUILDERS

15.4.4.1 Investigate interview environment and procedures
15.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
15.4.4.3 Demonstrate question and answer techniques
15.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

COMPETENCY 15.4.5: Secure employment

COMPETENCY BUILDERS:

15.4.5.1 Identify present and future employment opportunities within an occupation/organization
15.4.5.2 Research the organization/company
15.4.5.3 Use follow-up techniques to enhance employment potential
15.4.5.4 Compare and evaluate job offers

UNIT 15: Employability Skills

SUBUNIT 15.5: Job Retention Skills

COMPETENCY 15.5.1: Analyze the organizational structure of the workplace

COMPETENCY BUILDERS:

15.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
15.5.1.2 Be aware of and obey all company policies and procedures
15.5.1.3 Examine the role/relationship between employee and employer
15.5.1.4 Recognize opportunities for advancement and reasons for termination

COMPETENCY 15.5.2: Maintain positive relations with others

COMPETENCY BUILDERS:

15.5.2.1 Exhibit appropriate work habits and attitude
15.5.2.2 Identify behaviors to establish successful working relationships
15.5.2.3 Cooperate and compromise through teamwork and group participation
15.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

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UNIT 15: Employability Skills

SUBUNIT 15.6: Job Advancement

COMPETENCY 15.6.1: Analyze opportunities for personal and career growth

COMPETENCY BUILDERS:

15.6.1.1 Determine opportunities within an occupation/organization
15.6.1.2 Compare and contrast other opportunities
15.6.1.3 List benefits of job advancement
15.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

COMPETENCY 15.6.2: Exhibit characteristics needed for advancement

COMPETENCY BUILDERS:

15.6.2.1 Display a positive attitude
15.6.2.2 Demonstrate knowledge of a position
15.6.2.3 Perform quality work
15.6.2.4 Adapt to changing situations and technology
15.6.2.5 Demonstrate capability for different positions
15.6.2.6 Participate in continuing education/training programs
15.6.2.7 Respect, accept, and work with ALL individuals in the workplace

UNIT 15: Employability Skills

SUBUNIT 15.7: Technology in the Workplace

COMPETENCY 15.7.1: Assess the impact of technology in the workplace

COMPETENCY BUILDERS:

15.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
15.7.1.2 Investigate the use of technology in the workplace
15.7.1.3 Analyze how present skills can be applied to learning new technologies

COMPETENCY 15.7.2: Use a variety of technological applications

COMPETENCY BUILDERS:

15.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
15.7.2.2 Use technology to accomplish assigned tasks
15.7.2.3 Create solutions to problems using technical means

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UNIT 15: Employability Skills

SUBUNIT 15.8: Lifelong Learning

COMPETENCY 15.8.1: Apply lifelong learning to individual situations

COMPETENCY BUILDERS:

15.8.1.1 Define lifelong learning
15.8.1.2 Identify factors that cause the need for lifelong learning

COMPETENCY 15.8.2: Adapt to change

COMPETENCY BUILDERS:

15.8.2.1 Analyze the effects of change
15.8.2.2 Identify reasons why goals change
15.8.2.3 Describe the importance of flexibility when reevaluating goals
15.8.2.4 Evaluate the need for continuing education/training

UNIT 15: Employability Skills

SUBUNIT 15.9: Economic Education

COMPETENCY 15.9.1: Analyze global enterprise systems

COMPETENCY BUILDERS:

15.9.1.1 Identify characteristics of various enterprise systems
15.9.1.2 Examine the relationship between competition, risk, and profit
15.9.1.3 Illustrate how supply and demand influence price

COMPETENCY 15.9.2: Evaluate personal money management

COMPETENCY BUILDERS:

15.9.2.1 Describe the need for personal management records
15.9.2.2 Identify methods of taxation
15.9.2.3 Analyze how credit affects financial security
15.9.2.4 Compare types and methods of investments
15.9.2.5 Prepare a personal budget
15.9.2.6 Be an informed and responsible consumer
15.9.2.7 Analyze the effects of advertising on the consumer

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UNIT 15: Employability Skills

SUBUNIT 15.10: Balancing Work and Family

COMPETENCY 15.10.1: Analyze the effects of family on work

COMPETENCY BUILDERS:

15.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
15.10.1.2 Identify present and future family structures and responsibilities
15.10.1.3 Describe personal and family roles
15.10.1.4 Analyze concerns of working parent(s)
15.10.1.5 Examine how family responsibilities can conflict with work
15.10.1.6 Resolve family-related conflicts
15.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

COMPETENCY 15.10.2: Analyze the effects of work on family

COMPETENCY BUILDERS:

15.10.2.1 Identify responsibilities associated with paid and nonpaid work
15.10.2.2 Compare the advantages and disadvantages of multiple incomes
15.10.2.3 Examine how work can conflict with family responsibilities
15.10.2.4 Describe how work-related stress can affect families
15.10.2.5 Identify family support systems and resources

UNIT 15: Employability Skills

SUBUNIT 15.11: Citizenship in the Workplace

COMPETENCY 15.11.1: Exercise the rights and responsibilities of citizenship in the workplace

COMPETENCY BUILDERS:

15.11.1.1 Identify the basic rights and responsibilities of citizenship
15.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

COMPETENCY 15.11.2: Cooperate with others in the workplace

COMPETENCY BUILDERS:

15.11.2.1 Identify situations in which compromise is necessary
15.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
15.11.2.3 Demonstrate initiative to facilitate cooperation
15.11.2.4 Give and receive constructive criticism to enhance cooperation

UNIT 15: Employability Skills

SUBUNIT 15.12: Leadership

COMPETENCY 15.12.1: Evaluate leadership styles appropriate for the workplace

COMPETENCY BUILDERS:

15.12.1.1 Identify characteristics of effective leaders
15.12.1.2 Compare leadership styles
15.12.1.3 Demonstrate effective delegation skills
15.12.1.4 Identify opportunities to lead in the workplace

COMPETENCY 15.12.2: Demonstrate effective teamwork skills

COMPETENCY BUILDERS:

15.12.2.1 Identify the responsibilities of a valuable group member
15.12.2.2 Exhibit open-mindedness
15.12.2.3 Identify methods of involving each member of a team
15.12.2.4 Contribute to the efficiency and success of a group
15.12.2.5 Determine ways to motivate others

COMPETENCY 15.12.3: Utilize effective communication skills

COMPETENCY BUILDERS:

15.12.3.1 Demonstrate the importance of listening
15.12.3.2 Demonstrate assertive communication
15.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
15.12.3.4 Analyze written material
15.12.3.5 Prepare written material
15.12.3.6 Give and receive feedback
15.12.3.7 Articulate thoughts
15.12.3.8 Use appropriate language

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UNIT 15: Employability Skills

SUBUNIT 15.13: Entrepreneurship

COMPETENCY 15.13.1: Evaluate the role of small business in the economy

COMPETENCY BUILDERS:

15.13.1.1 Identify the benefits of small business to a community
15.13.1.2 Analyze opportunities for small business in a community

COMPETENCY 15.13.2: Examine considerations of starting a business

COMPETENCY BUILDERS:

15.13.2.1 Research a business idea
15.13.2.2 Compare various ways to become a small business owner
15.13.2.3 Investigate factors to consider in financing a new business
15.13.2.4 Evaluate entrepreneurship as a career option

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